

# **PAYMENT TERMINAL USER GUIDE**

## **IWL220 GPRS/BLUETOOTH**



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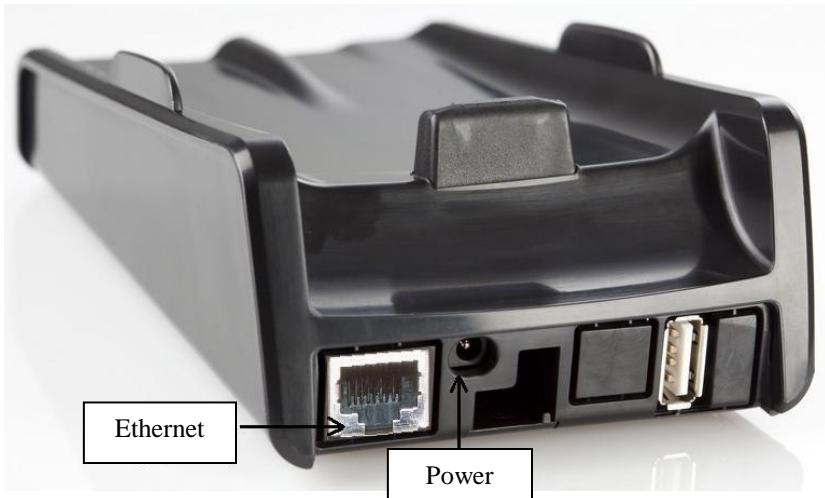
## **CONTENTS**

<b>1.</b>	<b>PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION .....</b>	<b>3</b>
<b>2.</b>	<b>SALES TRANSACTION WITH A CHIP CARD .....</b>	<b>4</b>
2.1	SALES TRANSACTION.....	4
2.2	VERBAL AUTHORIZATION .....	5
2.3	REVERSAL .....	6
<b>3.</b>	<b>SALES TRANSACTION WITH A CONTACTLESS CARD .....</b>	<b>7</b>
3.1	SALES TRANSACTION.....	7
3.2	VERBAL AUTHORIZATION .....	9
3.3	REVERSAL .....	9
<b>4.</b>	<b>SALES TRANSACTION WITH A MAGSTRIPE CARD.....</b>	<b>11</b>
4.1	SALES TRANSACTION.....	11
4.2	VERBAL AUTHORIZATION .....	12
4.3	REVERSAL WITH A MAGSTRIPE CARD .....	12
<b>5.</b>	<b>REPEATED PRINTOUT .....</b>	<b>14</b>
<b>6.</b>	<b>REPORTS.....</b>	<b>14</b>
<b>7.</b>	<b>CLOSING THE DAY .....</b>	<b>15</b>
7.1	AUTOMATIC SENDING OF TRANSACTIONS.....	15
7.2	SENDING TRANSACTIONS MANUALLY.....	15
<b>8.</b>	<b>REPLACEMENT OF THE PAPER ROLL .....</b>	<b>16</b>

## 1. PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION

- Take the terminal and the charging station out of the packaging
- Your new payment terminal is already prepared for operation. There is no need to change any data in the terminal or upload any new software.
- In case of a BLUETOOTH terminal, connect the computer network cable to ETHERNET slot on the charging station
- Connect the power source connector to the charging station. Connect the power source jack to the electricity network.

Connection slots on the charging station



Menu keys



Restart

To perform restart simultaneously press on the YELLOW and POINT buttons.

## 2. SALES TRANSACTION WITH A CHIP CARD

### 2.1 SALES TRANSACTION

ACTION	TERMINAL
The terminal is in the standby mode.	Laipni lūdzam!
Enter the sum of the transaction as a final sum. For instance, 319 (3.19 EUR) Then press the <b>green</b> key (ENTER).	SUMMA (EUR) Ievadiet summu... 3.19
The sum and the contactless payment logo are displayed on the screen. <ul style="list-style-type: none"> <li>Ask the customer to insert the chip card in the reader</li> </ul>	Uzrādīt karti 3.19 EUR 
Where the terminal prompts to select the language, the card owner shall use <b>arrows</b> on the key bar to select the suitable language and then press the <b>green</b> key (ENTER) to confirm.	Izvēlieties valodu English Estonian Russian Latvian
Where the card has several functions, they will be shown on the screen. The card owner shall use <b>arrows</b> on the key bar to select the suitable function and then press the <b>green</b> key (ENTER) to confirm. <b>Where the card has only one function, no choice is presented on the screen.</b>	Izvēlieties AID VISA CREDIT VISA DEBIT
<b>Where the terminal asks for the PIN code the customer shall enter the PIN code using the keys.</b> <ul style="list-style-type: none"> <li>Where the code was entered incorrectly, the yellow button may be used to delete the numbers and the PIN code then may be entered once again.</li> <li>Where the terminal does not ask for the PIN code, no respective message appears on the screen.</li> </ul>	Ievadiet PIN 3.19 EUR -

The terminal shall perform automatic control and the following information will appear on the screen:

Where the PIN code was entered correctly, the terminal connects to the control center and performs automatic control.	PIN kods pareizs
The terminal receives response from the control center.	Gaidām atbildi... Lūdzu, uzgaidiet
Remove the card from the terminal.	Trans. Pabeigta Paņemiet karti
At the end of the transaction the terminal asks confirmation for printing of the receipt. When the red button is pressed the buyer's receipt is not printed.	Paņemiet kvīti un spied taust

Seller's receipt

KARTES APMAKSAS KVĪTS Terminals	
KOMPĀNIJA NOSAUKUMS ADRESE	
Termināls: HPC11111 Reg.: 12345673 Kase: 101 Maksājumu karte	
VISA AID: A0000000012345 PAN: *****0017 CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000	
<b>TRANSAKCIJA</b>	
Kvīts:123456 Laiks:12.11.2013 13:28:04 Autoriz. nr.: 123223 T1	
<b>Summa:</b>	<b>3.19 EUR</b>
<b>TRANS. PABEIGTA</b> PIN PĀRBAUDĪTS	
..... ..... ID karte( ) Vadītāja apl.( ) Pase( ) Cits nr.	

Buyer's receipt

Sveicināti! KARTES APMAKSAS KVĪTS Terminals	
KOMPĀNIJA NOSAUKUMS ADRESE	
Termināls: HPC11111 Reg.: 12345673 Kase: 101 Maksājumu karte	
VISA AID: A0000000012345 PAN: *****0017 CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000	
<b>TRANSAKCIJA</b>	
Kvīts:123456 Laiks:12.11.2013 13:28:04 Autoriz. nr.: 123223 T1	
<b>Summa:</b>	<b>3.19 EUR</b>
<b>TRANS. PABEIGTA</b> PIN PĀRBAUDĪTS	
Saglabājiet kvīti bilances bārbaudei UZ redzēšanos!	

#### Notes:

##### THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- After the terminal controls the PIN code the text “PIN PĀRBAUDĪTS” is printed on the receipt.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

## 2.2 VERBAL AUTHORIZATION

Where for any reason authorization of the transaction fails (the terminal is unable to establish connection with the bank or receive the respective answer from the bank) the terminal may ask the seller “Zvaniet bankai”

If the seller selects “Jā” (presses the green button) the terminal prints out the necessary transaction details that should be provided to the customer service by calling Nets Estonia AS at 6 765 2267.	<b>Referral</b> Zvaniet bankai  Nē                    Jā
The customer service employee registers the transaction manually and responds with the authorization code that is to be entered into the terminal.	<b>Autor. kods</b> 1234123412341234  -
	Derīgs: 1114 (mmgg)
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Paņemiet kvīti un spied taust

The transaction is complete.

**Notes:**

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum and the card number, corrections can be made using the YELLOW button.
- In order to enter letters, press and hold the respective key until the required letter appears.

Example: Where it is necessary to type 00001N, simply type 00001 and then hold number 6 until the letter N appears on the screen.

## 2.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	TERMINAL
The terminal is in the standby mode. Press the <b>leftmost</b> button on the key bar	Laipni lūdzam!
From the menu select “Atcelšana” (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the <b>green</b> key (ENTER) to confirm.	<b>Transakcijas</b> 1- Nosūtīt 2- Atcelšana 3- Kartes trans 4- Kvīts kopija  ↓
Enter the number of the receipt that you wish to reverse and then press the <b>green</b> key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	<b>Atcelšana</b> Izsniegt kvīti Nr.  -
The terminal shall request confirmation for the reversal. To continue press < Jā > or the <b>green</b> key (ENTER). To cancel press < Nē > or the <b>red</b> key (CANCEL).	<b>Atcelšana?</b> PAN:*****0001 Summa: 3.19 EUR Trans. Nr. 00001N  Nē                    Jā
The chip card must be inserted in the terminal reader.	<b>Uzrādiet karti</b> -3.19 EUR  
E Remove the card from the terminal.	Karte kārtībā Panemiet karti

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	Pieslēgšanās... Lūdzu, uzgaidiet
The terminal receives an answer from the control center.	Transakcija Trans. Pabeigta
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Panemiet kvīti un spied taust.

The transaction is complete.

Seller's receipt

Buyer's receipt

<b>KARTES APMAKSAS KVĪTS</b> Terminals	<b>KARTES APMAKSAS</b> <b>KVĪTS</b> Terminals
<b>KOMPĀNIJA NOSAUKUMS</b> <b>ADRESE</b> Termināls: HPC11111 Reg.: 12345673 Kase: 101 Maksājumu karte	
VISA AID: A0000000012345 PAN: *****0017 CID: 40 TC:95D248A23412E422 TVR: 000000000 TSI:0000 CVMR:000000	
<b>ATCELTS PIRKUMS</b> Kvīts:123456 Laiks:12.11.2013 13:28:04 Autoriz. nr.: 123223 T1	
<b>Summa:</b>	<b>-3.19 EUR</b>
<b>ATCELTS PIRKUMS</b> Kvīts:123456 Laiks:12.11.2013 13:28:04 Autoriz. nr.: 123223 T1	
<b>Summa:</b>	<b>-3.19 EUR</b>
Saglabājiet kvīti bilances bārbaudei UZ redzēšanos!	

**Notes:**

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **Neatrada transakc... Spiediet taus.**

### 3. SALES TRANSACTION WITH A CONTACTLESS CARD

#### 3.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode.	Laipni lūdzam!
Enter the sum of the transaction as a final sum. For instance, 319 (3.19 EUR) Then press the <b>green</b> key (ENTER).	SUMMA (EUR) Ievadiet summu... 3.19
The sum and the contactless payment logo are displayed on the screen.  • <b>In case of a contactless card transaction the card shall be touched against the pinpad's screen</b>	Uzrādīt karti 3.19 EUR 

The terminal shall perform automatic control and the following information will appear on the screen:

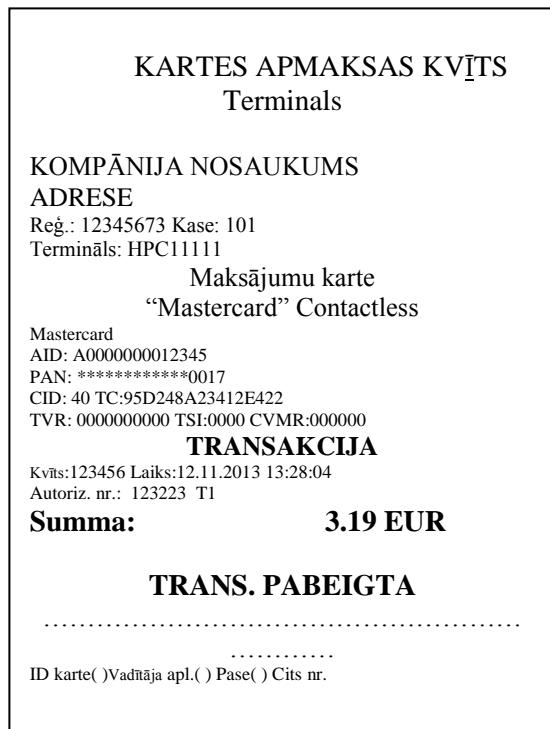
The terminal connects to the control center and performs automatic control.	Pieslēgšanās... Lūdzu, uzgaidiet
The terminal receives response from the control center.	Gaidām atbildi...
The terminal receives the transaction confirmation from the control center.	Trans. Pabeigta
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Paņemiet kvīti un spied taust

The transaction is complete.

#### Notes:

Terminal can ask to use the card's chip.  (For instance, where the sum exceeds the contactless transaction's limit).	<u>Info</u>  Ievietojiet karti POS terminālī
Insert the chip card in the reader and perform the payment just as you would in case of an ordinary chip card transaction.	<u>Kartes trans</u>  11.00 EUR  Uzrādīt karti

Seller's receipt



Buyer's receipt



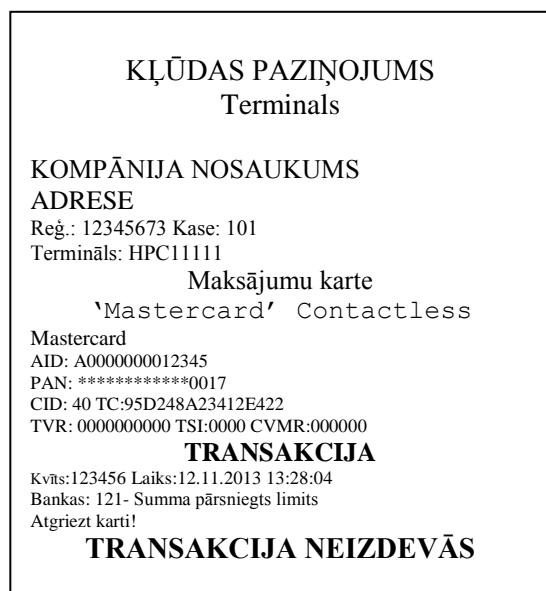
**Notes:**

**THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER**

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

ACTION	SCREEN
Where the terminal prints a place for signature on the receipt, the seller shall ask for a signature and the document number of the card owner.	Paraksta piepr.
After that the terminal asks to <b>control correctness of the signature</b> (its correspondence to the signature on the document).	Panemiet kvīti un spied taust.
If the signature is correct, press <b>JĀ</b> . It completes the transaction. If the signature is incorrect, press <b>NĒ</b> . Terminal cancels the transaction and prints out an error notification.	Paraksts pareizs? <b>NĒ</b> <b>JĀ</b>

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.



### 3.2 VERBAL AUTHORIZATION

Verbal authorization is performed exactly as described for chip cards, see section 2.2

### 3.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	SCREEN
The terminal is in the standby mode. Press <b>the leftmost</b> key on the menu key bar.	Laipni lūdzam!

From the menu select “Atcelšana” (to navigate through the menu use ▼ ▲ keys or middle keys on the menu bar) and then press the <b>green</b> key (ENTER) to confirm.	<b>Transakcijas</b> 1- Nosūtīt 2- Atcelšana 3- Kartes trans 4- Kvīts kopija
Enter the number of the receipt that you wish to reverse and then press the <b>green</b> key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	<b>Atcelšana</b> Izsniegt kvīti Nr. -
The terminal shall request confirmation for the reversal. To continue press < Jā > or the <b>green</b> key (ENTER). To cancel press < Nē > or the <b>red</b> key (CANCEL).	<b>Atcelšana?</b> PAN:*****00001 Summa: 3.19 EUR Trans. Nr. 00001N  Nē                    Jā

**In case of contactless transaction, the terminal does not require the card for reversal!**

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center’s number and performs the automatic control.	Pieslēgšanās... Lūdzu, uzgaidiet
The terminal receives an answer from the control center.	Gaidām atbildi...
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer’s receipt is not printed.	Paņemiet kvīti un spied taust.

The transaction is complete.

#### Notes:

- Only transactions in the terminal’s memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal’s memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **Neatrada transakciju spiedītāus**

Seller’s receipt

Buyer’s receipt

<b>KARTES APMAKSAS KVĪTS</b> Terminals  <b>KOMPĀNIJA NOSAUKUMS</b> <b>ADRESE</b> Reg.: 12345673 Kase: 101 Termināls: HPC11111  Maksājumu karte “Mastercard” Contactless  Mastercard AID: A0000000012345 PAN: *****0017 CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000  <b>ATCELTS PIRKUMS</b> Kvīts:123456 Laiks:12.11.2013 13:28:04 Autoriz. nr.: 123223 T1  <b>Summa:</b> <b>-3.19 EUR</b>	<b>KARTES APMAKSAS KVĪTS</b> Terminals  <b>KOMPĀNIJA NOSAUKUMS</b> <b>ADRESE</b> Reg.: 12345673 Kase: 101 Termināls: HPC11111  Maksājumu karte “Mastercard” Contactless  Mastercard AID: A0000000012345 PAN: *****0017 CID: 40 TC:95D248A23412E422 TVR: 0000000000 TSI:0000 CVMR:000000  <b>ATCELTS PIRKUMS</b> Kvīts:123456 Laiks:12.11.2013 13:28:04 Autoriz. nr.: 123223 T1  <b>Summa:</b> <b>-3.19 EUR</b> Saglabājiet kvīti bilances bārbaudei UZ redzēšanos!
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#### 4. SALES TRANSACTION WITH A MAGSTRIPE CARD

##### 4.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode. Enter the sum of the transaction as a final sum, for instance 319 (3.19 EUR) and then press the <b>green</b> key (ENTER) to confirm. In order to correct the sum, press the yellow key. To cancel the transaction, press the red key.	Laipni lūdzam!
Swipe the customer's card through the reader.	 <p>Uzrādīet karti 3.19 EUR</p>
Enter the last four digits of the card's number. Press the <b>green</b> key (ENTER) to confirm. The terminal controls, whether the entered numbers correspond to the information on the magstripe.	Gaidām atbildi... Četri pēdējie cipari: -

The terminal shall perform automatic control and the following information will appear on the screen:

The terminal dials the control center's number	Pieslēgšanās... Lūdzu, uzgaidiet
The terminal has established connection with the control center and performs the automatic control.	Gaidām atbildi... Lūdzu, uzgaidiet
The terminal receives an answer from the control center. The answer's code is shown on the screen.	Transakcija Trans. Pabeigta
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Paimkite kvitā is nusp. Klavišā

The transaction is complete.

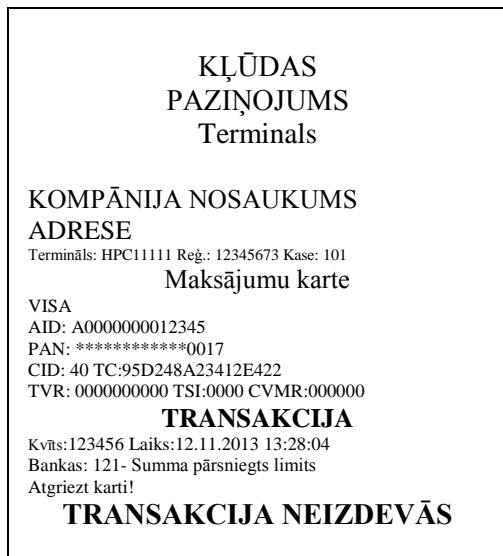
Seller's receipt

<b>KARTES APMAKSAS KVĪTS</b>	
Terminals	
<b>KOMPĀNIJA NOSAUKUMS</b>	
<b>ADRESE</b>	
Termināls: HPC11111 Reģ.: 12345673 Kase: 101	
Maksājumu karte	
VISA	
PAN: *****0017	
<b>TRANSAKCIJA</b>	
Kvīts:123456 Laiks:12.11.2013 13:28:04	
Autoriz. nr.: 123223 T1	
<b>Summa:</b>	<b>3.19 EUR</b>
<b>TRANS. PABEIGTA</b>	
Paraksts	
.....	
ID karte( ) Jvadītāja apl.( ) Pase( ) Cits nr.	

Buyer's receipt

<b>Sveicināt!</b>	
<b>KARTES APMAKSAS KVĪTS</b>	
Terminals	
<b>KOMPĀNIJA NOSAUKUMS</b>	
<b>ADRESE</b>	
Termināls: HPC11111 Reģ.: 12345673 Kase: 101	
Maksājumu karte	
VISA	
PAN: *****0017	
<b>TRANSAKCIJA</b>	
Kvīts:123456 Laiks:12.11.2013 13:28:04	
Autoriz. nr.: 123223 T1	
<b>Summa:</b>	<b>3.19 EUR</b>
<b>TRANS. PABEIGTA</b>	
Saglabājet kvīti bilances bārbaudei	
UZ redzēšanos !	

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.



## 4.2 VERBAL AUTHORIZATION

Verbal authorization is performed exactly as described for chip cards, see section 2.2.

## 4.3 REVERSAL WITH A MAGSTRIPE CARD

In order to reverse the transaction, do the following:

ACTION	SCREEN
The terminal is in the standby mode. Press the <b>leftmost</b> button on the key bar	Laipni lūdzam!
From the menu select “Atcelšana” (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the <b>green</b> key (ENTER) to confirm.	<b>Transakcijas</b> 1- Nosūtīt 2- Atcelšana 3- Kartes trans 4- Kvīts kopija
Enter the number of the receipt that you wish to reverse and then press the <b>green</b> key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	<b>Atcelšana</b> Izsniegt kvīti Nr. -
The terminal shall request confirmation for the reversal. To continue press < Jā > or the <b>green</b> key (ENTER). To cancel press < Nē > or the <b>red</b> key (CANCEL).	<b>Atcelšana?</b> PAN:*****0001 Summa: 3.19 EUR Trans. Nr. 00001N  Nē                    Jā
Swipe the customer’s card through the reader.	<b>Uzrādīet karti</b> -3.19 EUR 

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	Pieslēgšanās... Lūdzu, uzgaidiet
The terminal receives an answer from the control center.	Gaidām atbildi... Lūdzu, uzgaidiet
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Paimkite kvitā is nusp. klavišā

The reversal is complete.

### Seller's receipt

### Buyer's receipt



### Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **Neatrada transakc... Spiediet tāus**

## 5. REPEATED PRINTOUT

Where necessary the terminal can print a copy of the receipt.

ACTION	SCREEN
The terminal is in the standby mode. Press the <b>leftmost</b> button on the key bar	Laipni lūdzam!
From the menu select “Kvīts kopija” (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the <b>green</b> key (ENTER) to confirm.	<b>Transakcijas</b> 1- Nosūtīt 2- Atcelšana 3- Kartes trans 4- Kvīts kopija
Enter the number of receipt that you wish to reverse and then press the <b>green</b> key (ENTER). Where the receipt number is not entered, the terminal shall print out the last receipt. Where no receipt is found “ <b>Neatrada transakciju... Spiediet taus</b> ” message is displayed.	Kvīts kopija Izsniegt kvīti Nr. -
Tear off the receipt and press any key.	Panemiet kvīti un spied taust.

**Note:**

- Repeated printout is only possible with regard to transactions performed on the same day.

## 6. REPORTS

ACTION	SCREEN
The terminal is in the standby mode. Press the <b>leftmost</b> button on the key bar	Laipni lūdzam!
From the menu select “Info” (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the <b>green</b> key (ENTER) to confirm.	<b>Transakcijas</b> 1- Nosūtīt 2- Atcelšana 3- Kartes trans 4- Kvīts kopija 5- Info
Select <b>Sūtīt ierakstu</b> if you wish to receive a copy of the previous sending report  Select <b>Patr Transake</b> if you wish to receive today's report, <u>without sending transactions</u> .  Select <b>Skatīt transakciju</b> if you wish to receive more information on a specific receipt.	<b>Info</b> 1- Sūtīt ierakstu 2- Patr Transakciju 3- Skatīt transakciju

## 7. CLOSING THE DAY

### 7.1 AUTOMATIC SENDING OF TRANSACTIONS

Daily transactions can be sent to the bank either automatically or manually. Automatic sending is performed at the time programmed in the terminal. While automatic sending is in process no transaction can be performed!

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

<b>TRANSAK. FAILS</b> Nr 1
Nosūtīšanas laiks: 01.01.2011 1:00
<b>KOMPĀNIJA NOSAUKUMS</b>
<b>ADRESE</b>
Termināls: HPC11111 Reģ.: 12345673 Kase: 101
Valūta: LVL (428)
Set "VISA"
Transakcijas 1 3.19
Atceltas 1 -3.19
Kopsumma 2 0.00
Transakcijas 1 3.19
Atceltas 1 -3.19
Kopsumma 2 0.00
Received 1 pcs, 0.00 units
Transakcijas nosūtītas OK

**NB! IF THIS REPORT IS NOT PRINTED OUT, APPARENTLY THE TRANSACTIONS HAVE NOT REACHED THE BANK!**

Automatic sending is not performed where

- No transactions were made after the last report has been sent
- Sending was not successful, since the terminal was not plugged into the power network or the communication line used by the terminal was not available.

**Where automatic sending fails:**

- SEND TRANSACTIONS MANUALLY

**NB! Where automatic sending fails, contact customer service of Nets Estonia.**

### 7.2 SENDING TRANSACTIONS MANUALLY

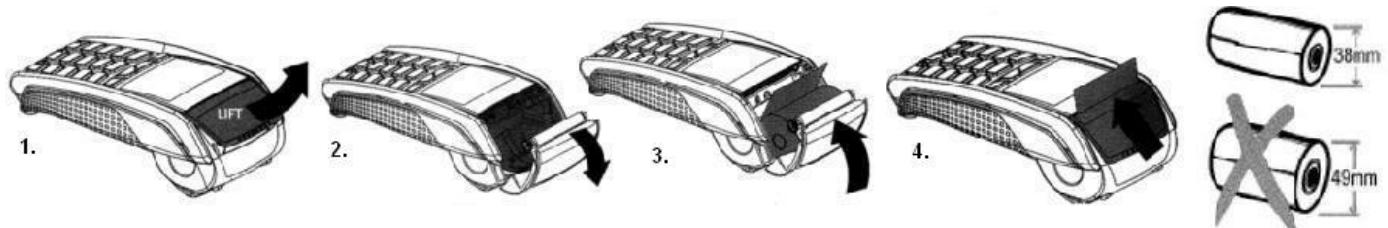
ACTION	SCREEN
The terminal is in the standby mode. Press the <b>leftmost</b> button on the key bar	<b>Laipni lūdzam!</b>
From the menu select "Reversal" (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the <b>green</b> key (ENTER) to confirm.	<b>Transakcijas</b> 1- Nosūtīt 2- Atcelšana 3- Kartes trans 4- Kvīts kopija
If you wish to send transactions, press < Jā > or press the <b>green</b> key (ENTER).	<b>Transakcijas</b> Pieteikt darīj.? Pārliecināts?

	Nē	Jā
The terminal shall dial the control center's number.	Pieslēgšanās...	Lūdzu, uzgaidiet
The terminal sends transactions	Transakcijas	Nosūtīt

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

## 8. REPLACEMENT OF THE PAPER ROLL

If a red line appears on receipts, the paper roll shall be replaced. Use only special thermal paper for the terminal.



- 1.-2. Open the paper roll cover
3. Place a new roll in place
4. Close the cover, tear off any excess paper